

## CLAIMS

1. An automatic transaction device for performing automatic transactions based on interaction with a customer, said automatic transaction device comprising:

5 a format-data storage unit which stores format-data for a plurality of different forms;

a selection unit with which the customer selects one form among said plurality of different forms; and

10 a form-making unit which reads format-data from said format-data storage unit that corresponds to said form selected by the customer, and creates a form based on the read format-data.

2. The automatic transaction device according to claim 15 1, further comprising:

a form-reading unit which optically reads an entered form which is a form obtained after the customer has entered specific items into said form created by said form-making unit; and

20 an acceptance unit which accepts the contents described in said entered form, based on the reading result by said form-reading unit.

3. The automatic transaction device according to claim 2, further comprising:

a display unit which displays the reading result by said form-reading unit, and the acceptance result by said acceptance unit; and

a correction unit which corrects said acceptance result, based on the contents displayed on said display unit.

4. The automatic transaction device according to claim 1, further comprising a customer data storage unit which stores customer data of said customer,

wherein said form-making unit reads the customer data from said customer data storage unit, and creates a form based on the customer data and the format-data.

5. The automatic transaction device according to claim 4, wherein the customer data storage unit is a card which a customer holds, and comprises a storage function.

6. The automatic transaction device according to claim 4, wherein the customer data storage unit is a storage unit connected to a host computer set up in a remote place, and said form-making unit reads the customer data from said storage unit by access to said host computer through a communication line.

